

Cal/Neva Satisfaction Survey – October/November 2011

Thank you for taking our short survey – your responses will remain anonymous. The goal of the survey is gather feedback from the entire network about overall engagement and satisfaction with the Cal/Neva. During 2011, Cal/Neva has engaged in several activities including the “Save CSBG” campaign, phase three of “Fulfilling the Promise”, EITC coalition and symposium, legislative advocacy (particularly regarding AB 6), ARRA learning clusters, and weekly email alerts & communiqués. Your responses are very important to us and will help Cal/Neva ensure that the needs of the network are being met.

1) Please select the following that best describes your agency/organization:

- ☐ Private Community Action Agency
- ☐ Public Community Action Agency
- ☐ Native American Indian grantee
- ☐ Migrant Seasonal Farm Worker grantee
- ☐ Limited Purpose Agency
- ☐ CSBG Sub-Recipient
- ☐ Other (please describe) _____

2) What is your agency’s Cal/Neva membership level:

- ☐ Regular Member
- ☐ Associate Member
- ☐ Affiliate Member
- ☐ Not a member
- ☐ Unknown

3) Overall, how satisfied are you with your agency’s membership with Cal/Neva?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neutral
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ N/A: Not a member

Comments:

4) Please describe some of the most important benefits & services your agency receives from Cal/Neva (examples: T&TA, networking, advocacy):

5) What could the Cal/Neva staff do differently to better serve the network?

6) What could the Cal/Neva Board of Directors do differently to better serve the network?

7) Please rate the resources and services offered to the network, with 1 being not effective and 5 being extremely effective:

	1 – Not Effective	2	3	4	5 – Extremely Effective	No experience with this resource/ Unknown
Cal/Neva website	☐	☐	☐	☐	☐	☐
Email memos	☐	☐	☐	☐	☐	☐
T&TA: Peer to Peer (CNP3)	☐	☐	☐	☐	☐	☐
T&TA: Regional Roundtable Meetings	☐	☐	☐	☐	☐	☐
T&TA: Core Capacity Trainings	☐	☐	☐	☐	☐	☐
Fulfilling the Promise videos & website	☐	☐	☐	☐	☐	☐
Annual Membership Meetings	☐	☐	☐	☐	☐	☐
EITC Coalition, Webinars & Symposium	☐	☐	☐	☐	☐	☐
Legislative advocacy efforts on behalf of the network	☐	☐	☐	☐	☐	☐
Responses to individual queries & requests	☐	☐	☐	☐	☐	☐
Catherine Marshall – ARRA Learning Clusters	☐	☐	☐	☐	☐	☐
Orange County Legal Aid Society – CASH Campaign	☐	☐	☐	☐	☐	☐
CCEDA Exemplary Practices Project	☐	☐	☐	☐	☐	☐
Save CSBG Campaign	☐	☐	☐	☐	☐	☐

Comments:

8) If applicable, what barriers prevent your agency from utilizing the resources and services listed above?

9) Have you ever attended a Cal/Neva conference or training?

- ☐ No, I've never attended a Cal/Neva event
- ☐ Yes, I've attended 1 - 3
- ☐ Yes, I've attended 3 - 5
- ☐ Yes, I've attended 5 - 7
- ☐ Yes, I've attended 8 - 10
- ☐ Yes, I've attended more than 10

10) If you have attended a Cal/Neva conference or training, how valuable would you rate your experience(s)?

- ☐ Extremely Valuable
- ☐ Very Valuable
- ☐ Somewhat Valuable
- ☐ Neutral
- ☐ Not Valuable

Comments:

11) Describe some areas or issues that Cal/Neva should focus on (Examples: specific programs list energy and Head Start or issues like health care):

12) How can Cal/Neva improve its communication to the network?

13) What are the first three words you think of to describe Cal/Neva?

1.

2.

3.

14) Compared to previous years, how well do you think Cal/Neva is doing this year?

1 (Much worse) 2 3 4 5 (The same) 6 7 8 9 10 (Much better)

15) Would you recommend joining Cal/Neva to an agency or organization that is not currently a member?

Yes (please explain)

No (please explain)

Maybe (please explain)

16) Any other feedback or comments you would like to provide Cal/Neva?

Thank you! - Fran Forman, Cal/Neva Membership & Meetings Committee Chair